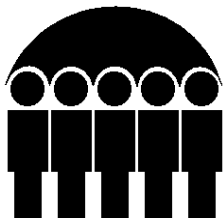


Revised January 27, 2004

Employees' Manual
Title 14
Chapter J

EPPIC[™] ELECTRONIC BENEFIT TRANSFER SYSTEM



Iowa
Department
of
Human Services

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EPPIC™ SYSTEM OVERVIEW

This chapter describes the EPPIC™ electronic benefit transfer (EBT) system screens and functions that are used, frequently by IM staff, to handle ongoing tasks specific to Food Assistance Program policy. EPPIC™ is the EBT computer system through which Iowa delivers Food Assistance.

The Automated Benefit Calculation System (ABC) transfers information to the EPPIC™ system in an overnight batch process. When ABC process an approval for a household for Food Assistance for the first time, EPPIC™ sets up an EBT Food Assistance account for the household.

At the same time, EPPIC™ initiates the mailing of an Iowa EBT card to each person authorized on ABC as an Iowa EBT cardholder. EPPIC™ draws down Food Assistance benefits from the federal government and transfers payments to retailers as each purchase takes place. EPPIC™ keeps track of all Iowa EBT card transactions and other types of transactions used for program administration.

The EPPIC™ system:

- ◆ Maintains Food Assistance issuance data.
- ◆ Tracks all Food Assistance account activities.
- ◆ Authorizes Food Assistance purchase transactions at retailers' point of sale devices.
- ◆ Provides customer service support for cardholders and retailers 24 hours a day, 7 days a week.
- ◆ Provides DHS with real-time access to Food Assistance account information, benefit availability and account transaction histories.
- ◆ Allows DHS to add authorized representatives and secondary cardholders to Food Assistance accounts when those actions cannot or should not be performed through ABC.
- ◆ Allows DHS to deactivate any Iowa EBT card immediately.
- ◆ Allows DHS to remove Food Assistance benefits from an EBT account in order to convert the account balance to food stamp coupons.

- ◆ Reconciles daily all Food Assistance activities between the state, the federal government and retailers.
- ◆ Provides DHS and the USDA Food and Nutrition Service (FNS) the ability to monitor the following facilities to ensure that Food Assistance program violations do not occur:
 - FNS-authorized meal services that provide substance abuse treatment.
 - Drug and alcohol treatment centers that use Food Assistance through authorized representative Iowa EBT cards.
 - Group living arrangements.
- ◆ Generates financial and other types of reports for DHS and FNS Food Stamp Program administration staff.

The EPPIC™ screens use the term “recipient.” “Recipient” in the EPPIC™ system means “cardholder.” ABC transfers information to EPPIC™ only on cardholders and their benefits. EPPIC™ **does not** contain information on Food Assistance recipients who are not authorized Iowa EBT cardholders.

A few of the functions described in this chapter can be accomplished only through direct entries to the EPPIC™ system, and not through the ABC batch process. Some EPPIC™ functions described in this chapter are to be used only in an emergency, or their use is restricted to Central Office. Some EPPIC™ screens and functions are solely for the use of Food Assistance Program administrators and the EBT service provider and are deliberately not mentioned in this chapter.

EBT CUSTOMER SERVICE

The EBT customer service call center provides Iowa EBT cardholders and retailers with support 24 hours-per-day, 7 days a week. Toll-free access numbers are:

- ◆ For Iowa EBT cardholders: 1-800-359-5802.
- ◆ For retailers: 1-800-414-1422.

Callers can receive customer service assistance in English or Spanish. Calls are answered by a recorded voice response system (ARU). Callers need a touch-tone telephone to access information through the ARU. Callers have the option to transfer from the ARU and speak to a customer service representative at various times during a call.

When information on an account or any other action is requested, customer service, whether through the ARU or a representative, will verify that the caller is an Iowa EBT cardholder on the account. To verify a cardholder, customer service requires the caller to enter the following data using the telephone number keys:

- ◆ The 19-digit EBT card number (PAN),
- ◆ The last four digits of the caller's social security number, and
- ◆ The caller's date of birth.

The information given by the caller must match the information that ABC transmitted to EPPIC™. The EBT customer service will not provide account information if a caller gives information inconsistent with EPPIC™ records. The customer will be told to contact DHS to update the information.

Note: Because ABC updates EPPIC™ by overnight batch processing, there is a delay during which a cardholder may give customer service what appears to be wrong information. The length of the delay depends on the date the new information is entered in ABC and when the batch is run. ABC entries made on Friday or a day preceding a holiday will be transmitted to EPPIC™ on the next workday.

Through the ARU

The ARU prompts callers to select options using their telephone keys. The ARU can provide:

- ◆ Current account balance information.
- ◆ Account transaction history.
- ◆ PIN selection and PIN changes.
- ◆ EBT retailer locations.

At various points in the call, the ARU offers the option to transfer to a live customer service representative. When a caller selects the option "Report of lost, stolen, or damaged cards" from the ARU menu, callers are transferred to a customer service representative.

Through the EBT Customer Service Representative

EBT customer service representatives provide the following services:

- ◆ Current account balance.
- ◆ Account transaction history.
- ◆ Assistance to cardholders who have difficulty in selecting their PINs.
- ◆ Deactivation and replacement of lost, stolen, or damaged Iowa EBT cards.
- ◆ The point of contact for transaction disputes when retailer or third party processor equipment problems cause an incorrect debit or credit to an account.
- ◆ Manual voucher authorizations and subsequent “holds” on benefits for the amount of purchase.
- ◆ Answers to general questions about EBT. Customer service representatives provide answers to general EBT questions using a standardized list of most frequently asked questions and standard answers. Callers are referred to their local DHS office for all other inquiries, including questions about benefit issuance amounts or availability.

When the caller reports a lost, stolen, or damaged EBT card, the customer service representative verifies the identity of the cardholder. Then:

- ◆ When the customer service representative can validate the cardholder’s identity, the card is deactivated and a replacement card is simultaneously mailed.
- ◆ If the customer service representative cannot identify the caller as the cardholder, the card will still be deactivated. However, a replacement card will not be mailed.

For example, if the caller gives an address different from the address showing on EPPIC™, a replacement card will not be initiated. The customer service representative will instruct the caller to contact the local DHS office to update information as appropriate. The IM worker must update ABC and issue the replacement card.

USING EPPIC™



The EPPIC™ system is the method DHS uses to access EBT account information. EPPIC™ is an on-line system. A security clearance is required in order to access the system. There are different levels of security clearance. The level of clearance determines what functions a user can perform in the EPPIC™ system.

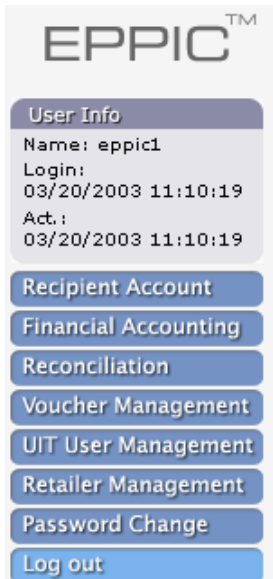
Whenever possible, changes to the EPPIC™ system must be made through the ABC batch process. Entries made directly to the EPPIC™ system **do not update ABC**. If it is necessary to make changes to EPPIC™, a corresponding change must be made as soon as possible to ABC in order to protect the integrity of the Department's ABC computer system.

Login and Logout Procedures

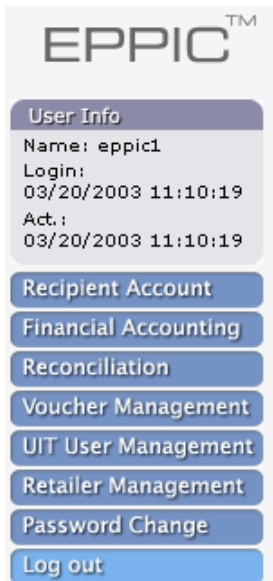
When you receive your security clearance, you will be given an EBT login icon, your user identification number, and a temporary password. When you log in to the EPPIC™ system for the first time, you must change your password immediately after logging in. See **User Password and Password Changes** before you log in to EPPIC™ for the first time.

The following action steps guide the user through logging in to the EPPIC™ system:

	STEP	ACTION
	1	Click on the EBT Login Icon on your PC Desktop.
	2	The EPPIC™ “ Iowa EBT Card ” Login screen will appear. 

<p>Example of the EPPIC™ menu:</p> 	STEP	ACTION
	3	Enter your EPPIC™ user identification number in the USER ID box.
	4	Enter your EPPIC™ password in the PASSWORD box.
	5	Click on the LOGIN button.
	6	When you have logged in to EPPIC™, your user name and the date and time you logged in appear on left side of the screen under USER INFO .

The following action steps guide the user through logging off of the EPPIC™ system.

<p>Example of the EPPIC™ menu:</p> 	STEP	ACTION
	1	You can log out of EPPIC™ when on any screen. To log out, click on the LOG OUT button on the EPPIC™ menu.
	2	The “ Iowa EBT Card ” Login screen will reappear when you are logged off of the EPPIC™ system.

User Password and Password Changes

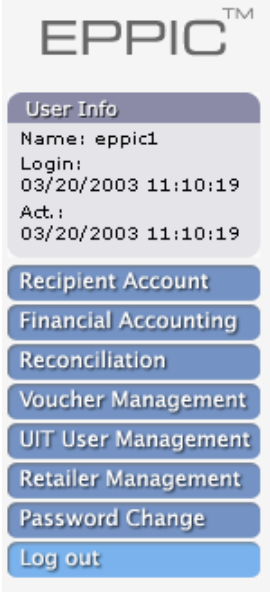
An EPPIC™ password is eight characters in length. An EPPIC™ password is case sensitive. You cannot log on to EPPIC™ if your password is not entered exactly as set up, using the correct upper and lower case letters.


You should change your EPPIC™ password when:

- ◆ You are a new EPPIC™ logging in to the EPPIC™ system for the first time. The temporary password assigned to new users is good for only the first login.
- ◆ You are prompted to do so by EPPIC™.
- ◆ A change is needed for security purposes, or you want to make a change.

An action step chart followed by a screen print of the user password changes message shows you how to change your EPPIC™ password:

Example of the EPPIC™ menu:	STEP	ACTION
	1	Click on the PASSWORD CHANGE button on the EPPIC™ menu.
	2	Enter your current password in the OLD PASSWORD box.
	3	Enter your new password in the NEW PASSWORD box, and enter it again in the CONFIRMATION box.
	4	Click the CHANGE button on the bottom of the screen. A message will appear: “Successfully changed password.” Click OK .



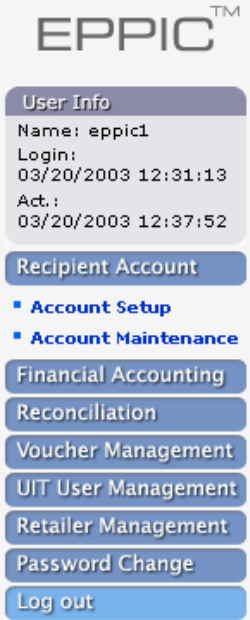


Cardholder Search and Viewing Account Balance

The EPPIC™ user can view the balance on any EBT food account. The RECIPIENT CASE MANAGEMENT screen displays the “BALANCE” and “AVAIL BAL” fields. “BALANCE” is the total amount of assistance available plus all benefits posted to the account, not what is available for use. “AVAIL BAL” shows the amount of benefits that is available for use.

The cardholder search function (RECIPIENT ACCOUNT) allows the user to search for a specific cardholder or account information. You may search by the cardholder’s name, Iowa EBT card number (PAN), social security number, or DHS case number. **Note:** Although the function is called “recipient account,” only information on account cardholders is available in EPPIC™. EPPIC™ does not contain information on Food Assistance recipients unless the recipient is a cardholder.

The following screen prints and action step charts show how to perform a search for a specific cardholder and to view the EBT account balance.

Example of EPPIC™ menu.	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT button on the EPPIC™ menu.
	2	Click on the ACCOUNT MAINTENANCE button on the EPPIC™ menu.

Example of the EPPIC™ menu:	STEP	ACTION
	3	The RECIPIENT SEARCH screen will appear.
	4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. Enter the entire ABC case number, including the last digit.</p>

STEP	ACTION
5	<p>Enter information in the boxes that appear according to the search chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of- the last name in the “Last” box. You can also enter the part of the last name and part of the first name.</p> <p>Click on the SEARCH button.</p>

EPPIC™

Recipient Search Results

User Info
 Name: eppic1
 Login:
 04/14/2003 07:21:15
 Act.:
 04/14/2003 07:47:53

Recipient Search Results

Recipients Found

Type	Name	SSN	Address			
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES	IA	CASES
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES	IA	CASES

SEARCH

Navigation Links:
 Recipient Account
 Financial Accounting
 Reconciliation
 Reports
 Voucher Management
 UIT User Management
 Retailer Management
 Password Change
 Log out

STEP	ACTION
6	The RECIPIENT SEARCH RESULTS screen will appear.
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

Recipient Case Management

Primary Cases							
Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
F100052071	FOOD STAMP	OPEN	01/11/2003	03/11/2003	\$267.73	\$267.73	CLOSE DETAIL

Total Balance	
Food Stamp Balance	\$267.73
Food Stamp Available	\$267.73

Recipients				
Type	Name	PAN Nbr	Access	
				PRINT SEARCH

STEP	ACTION
9	The available balance shows under the “PRIMARY CASES: AVAIL BAL” field, and “TOTAL BALANCE: FOOD STAMP AVAILABLE” field.

Checking the Status of an EBT Card

The following action steps show how to check the status of an EBT card.

STEP	ACTION
1	Perform a cardholder search as directed under Cardholder Search and Viewing Account Balance .
2	Click on the CARDS button on the bottom of the RECIPIENT CASE MANAGEMENT screen. The RECIPIENT CARDS MANAGEMENT screen will appear.

EPPIC™

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Recipient Account

Financial Accounting

Reconciliation

Reports

Voucher Management

UIT User Management

Retailer Management

Password Change

Log out

Recipient Case Management

Primary Cases

Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
A123456789	FOOD STAMP	OPEN	04/24/2003	04/15/2003	\$100.00	\$100.00	<div>CLOSE</div> <div>DETAILS</div>

Total Balance

Food Stamp Balance	\$100.00
Food Stamp Available	\$100.00

Recipients

Type	Name	PAN Nbr	Access	
PRIMARY	ZACH, ADAM	6274850103000097301	FOOD STAMP	<div>DETAILS</div> <div>CARD</div>

Add New Case

Recipient has opened cases for all available programs.

RECIPIENT

CASES

CARDS

TRANSACTION

Cases

EPPIC™

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Recipient Account

Financial Accounting

Reconciliation

Recipient Cards Management

Cards

The cards with status "ALLOCATED" are temporary; they need issuance.

PAN	Access	Status	Issue Date	Expire Date	Freeze Date	
6274850103000097301	PRIMARY	REGISTERED	04/14/2003	12/31/2049		<div>DETAILS</div>

RECIPIENT

CASES

CARDS

TRANSACTION

STEP	ACTION
3	<p>The PAN section of the screen shows the numbers of all cards issued on the account.</p> <p>The ACCESS section of the screen shows whether each card was issued to a primary or a secondary cardholder. Authorized representative cardholders will appear as secondary cardholders.</p> <p>The STATUS section shows whether each card is “registered” (active) or another status other than active.</p> <p>The ISSUE DATE section shows the date the card was mailed.</p> <p>The EXPIRE DATE is the card expiration date.</p> <p>The FREEZE DATE is the date the card was deactivated.</p>

Deactivating/Replacing an Iowa EBT Card

EPPIC™ users can immediately deactivate a card and issue a replacement card.

Cardholders can deactivate and replace their own Iowa EBT cards by calling EBT customer service. When the customer service representative can identify the caller as the cardholder, the caller will be mailed a replacement card at the same time the old card is deactivated. See **EBT CUSTOMER SERVICE** for more information about lost, stolen and damaged card replacement.

Cards must be replaced through EPPIC™ or ABC entries when the EBT customer service cannot identify that it is the cardholder making the replacement request. When a case is closed on ABC, EPPIC™ entries must be used to issue a replacement card.

EPPIC™ must be used to deactivate a card belonging to a secondary cardholder or authorized representative when the primary cardholder requests the deactivation. A primary cardholder cannot use the EBT customer service to deactivate a secondary or authorized representative cardholder’s card.

Also, if a cardholder is established on only EPPIC™, EPPIC™ must be used to deactivate and replace cards when requested by a primary cardholder.

The following action steps and screen prints show how to deactivate and replace and cards.

Example of the EPPIC™ menu:	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu.
	3	The RECIPIENT SEARCH screen will appear.

EPPIC™

Recipient Search

User Info
 Name: eppic1
 Login:
 04/14/2003 07:21:15
 Act.:
 04/14/2003 07:47:31

Recipient Account
 ■ **Account Setup**
 ■ **Account Maintenance**

Financial Accounting
Reconciliation
Voucher Management
UIT User Management
Retailer Management
Password Change
Log out

Recipient Search

Select search method

☒ **Last and First Name**
☐ **SSN**
☐ **PAN**
☐ **Case Number**

Last First

SEARCH **RESET**

STEP	ACTION
4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. The entire ABC case number must be entered.</p>
5	<p>Enter information in the boxes that appear according to the search chosen. If searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “LAST” box. You can also enter part of a last name and part of a first name.</p> <p>Click on the SEARCH button.</p>
6	The RECIPIENT SEARCH RESULTS screen will appear.

EPPIC™

Recipient Search Results

User Info
 Name: eppic1
 Login:
 04/14/2003 07:21:15
 Act.:
 04/14/2003 07:47:53

Recipient Account
Financial Accounting
Reconciliation
Reports
Voucher Management
UIT User Management
Retailer Management
Password Change
Log out

Recipient Search Results

Recipients Found

Type	Name	SSN	Address				
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES	IA	CASES	
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES	IA	CASES	

SEARCH

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

EPPIC™

Recipient Case Management

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Primary Cases

Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
A123456789	FOOD STAMP	OPEN	04/24/2003	04/15/2003	\$100.00	\$100.00	CLOSE DETAILS

Total Balance

Food Stamp Balance	\$100.00
Food Stamp Available	\$100.00

Recipients

Type	Name	PAN Nbr	Access	
PRIMARY	ZACH, ADAM	6274850103000097301	FOOD STAMP	DETAILS CARD

Add New Case

Recipient has opened cases for all available programs.

RECIPIENT **CASES** **CARDS** **TRANSACTION**

STEP	ACTION
9	Click the CARD button in the RECIPIENTS section of the screen and the RECIPIENT CARDS MANAGEMENT screen will appear.
10	<p>Use the drop-down arrow to select the applicable reason for deactivation in either the STATUS CARD section or the STATUS AND REPLACE CARD section.</p> <p>If a replacement card should not be issued, click on the STATUS button in the STATUS CARD section to deactivate the card without issuing a replacement.</p> <p>If a replacement card should be issued, click on the CONTINUE button in the STATUS AND REPLACE CARD section to simultaneously deactivate and replace the card. The STATUS AND REPLACE CARD section was used in this example.</p>

EPPIC™

Recipient Cards Management

Recipient Info
 ADAM
 ZACH
 Male
 01/01/1950
 000000000
 1305 E. WALNUT
 DES MOINES
 IA 50319

Cards
 The cards with status "ALLOCATED" are temporary; they need issuance.

PAN	Access	Status	Issue Date	Expire Date	Freeze Date	
6274850103000097301	PRIMARY	REGISTERED	04/14/2003	12/31/2049		DETAILS

[RECIPIENT](#) [CASES](#) [CARDS](#) [TRANSACTION](#)

[Recipient Account](#)
[Financial Accounting](#)

STEP	ACTION
11	Message: PROCEED WITH CARD REPLACEMENT INCLUDING STATUSING CARD TO LOST? (The actual status of the card will show in the message as the reason selected for deactivating the card). Click OK to complete the action.



STEP	ACTION
12	The ACCOUNT MANAGEMENT – CARD REPLACE screen will appear.

EPPIC™

Account Management - Card Replace

User Info
 Name: eppic1
 Login: 03/23/2003 12:15:36
 Act.: 03/23/2003 15:07:56

Card Issuance

PAN Mail

The PIN on the old card will carry over to the replacement card.

[REPLACE](#) [RESET](#) [CANCEL](#)

[Recipient Account](#)
[Financial Accounting](#)
[Reconciliation](#)
[Voucher Management](#)
[UIT User Management](#)

STEP	ACTION
13	Click the REPLACE button in the ACCOUNT MANAGEMENT – CARD REPLACE screen.
14	A message will appear: CARD HAS BEEN SUCCESSFULLY REPLACED.
15	Click OK . EPPIC™ transmits information to the card processor to produce and mail the Iowa EBT card.



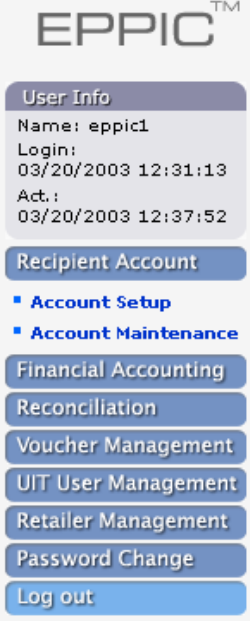
Adding Secondary Cardholders and Authorized Representatives

When possible, all designated EBT food account cardholders must be authorized to receive an Iowa EBT card through the ABC system.

ABC has the capability of authorizing two cardholders – one primary cardholder and one additional cardholder as an authorized representative or a secondary cardholder. If a third cardholder needs to be added on a case without removing the existing cardholders, the cardholder must be added through EPPIC™.

Other circumstances may arise that would necessitate adding a cardholder through EPPIC™ entries alone. Follow Food Assistance policy to determine if EPPIC™ should be used to add a cardholder to a case.

The following action steps show how to add a cardholder through EPPIC™ entries.

Example of EPPIC™ menu.	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu drop down box.
	3	The RECIPIENT SEARCH screen will appear.
	4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN, or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. You must enter the entire case number.</p>
	5	<p>Enter information in the boxes that appear according to the search chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “LAST” box. You can also enter part of a last name and part of a first name.</p> <p>Click on the SEARCH button.</p>
	6	The RECIPIENT SEARCH RESULTS screen will appear.



EPPIC™

Recipient Search Results

Recipient Search Results

Recipients Found

Type	Name	SSN	Address	Location	State	Action
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES	IA	CASES
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES	IA	CASES

[SEARCH](#)

User Info
 Name: eppic1
 Login: 04/14/2003 07:21:15
 Act.: 04/14/2003 07:47:53

Recipient Account
 Financial Accounting
 Reconciliation
 Reports
 Voucher Management
 UIT User Management

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

STEP	ACTION
9	Click on the DETAILS button in the PRIMARY CASES section of the screen and the RECIPIENT BENEFITS MANAGEMENT screen will appear.

EPPIC™ Recipient Benefits Management

Recipient Info
ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Case Information

Case Number	Type	Status	Program	Type	Total Bal	Avail Bal	
A123456789	REGULAR	OPEN	FOOD STAMP	FOOD STAMP	\$100.00	\$100.00	CONVERT

Secondary Recipients Add
☒ New Recipient SECONDARY ONE **ADD**

Benefits

Auth	Available	Benefit	Issue	SP	Type	Status	Amt.	Bal.
12345678910980	04/15/2003	04/15/2003	04/24/2003	FF	SUPPLEMENTAL	ACTIVE	\$100.00	\$100.00

Benefit Issue

Sub Programs	Benefit Type	Benefit Date	Available Date	Amount	Auth Number
FF	REGULAR	/ /	/ /	\$	

ISSUE **RESET**

Log out
Log out

RECIPIENT **CASES** **CARDS** **TRANSACTION**

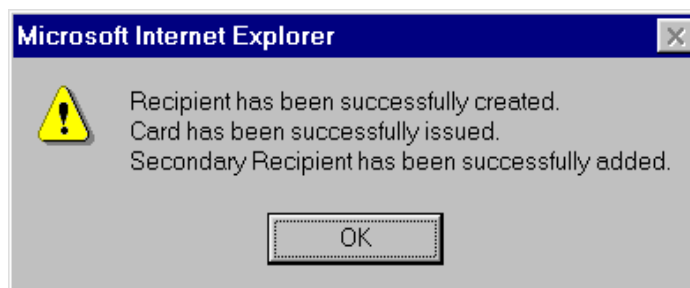
STEP	ACTION
10	Under SECONDARY RECIPIENTS ADD , select SECONDARY TWO from the drop down box.
11	Click the ADD button.



STEP	ACTION
12	A message will appear: CONTINUE TO CREATE NEW RECIPIENT AS SECONDARY TO THIS CASE? Click OK . The SECONDARY ADD: SECONDARY RECIPIENT INFO screen appears.
13	Fill in recipient information. (All fields must be populated except for MI , SUFF , ADDRESS 2 and PHONE .)
14	Click CONTINUE . The RECIPIENT CASE MANAGEMENT: SECONDARY ADD screen will appear.
15	Click the PROCEED button.

STEP	ACTION
16	Message: PROCEED WITH ADDITION OF SECONDARY RECIPIENT? Click OK .

STEP	ACTION
17	Confirmation message appears. Click OK .



Emergency Removal of Secondary Cardholder or Authorized Representative

When a primary cardholder reports that an authorized representative or a secondary cardholder on the household's account needs to be stopped immediately from having access to the food account, deactivate the person's Iowa EBT card through EPPIC™ entries.

Remember that removing a person through ABC will delay the deactivation of the person's Iowa EBT card, and the person will continue to have full access to the account until the ABC batch process is completed. Deactivation of an Iowa EBT card through entries made directly to EPPIC™ is immediate. If the person's information also appears on the ABC system, make corresponding entries to remove the person from ABC.

The following action steps show how to remove a secondary or authorized representative cardholder in emergency situations.

Example of the EPPIC™ menu:	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu drop down box.
	3	The RECIPIENT SEARCH screen will appear.

The screenshot displays the EPPIC™ Recipient Search interface. On the left is a sidebar menu with the EPPIC™ logo at the top. The menu items include: User Info (Name: eppic1, Login: 04/14/2003 07:21:15, Act.: 04/14/2003 07:47:31), Recipient Account, Financial Accounting, Reconciliation, Reports, Voucher Management, UIT User Management, Retailer Management, Password Change, and Log out. The main content area is titled 'Recipient Search' and features a 'Select search method' section with four radio button options: 'Last and First Name' (selected), 'SSN', 'PAN', and 'Case Number'. Below these options are two text input fields labeled 'Last' and 'First'. At the bottom of the search section are 'SEARCH' and 'RESET' buttons.

STEP	ACTION
4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. You must enter the entire case number.</p>
5	<p>Enter information in the boxes that appear according to the search chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “Last” box. You can also enter part of a last name and part of a first name.</p> <p>Click on the SEARCH button.</p>
6	The RECIPIENT SEARCH RESULTS screen will appear.

EPPIC™

Recipient Search Results

User Info
 Name: eppic1
 Login:
 04/14/2003 07:21:15
 Act.:
 04/14/2003 07:47:53

Recipient Search Results

Recipients Found

Type	Name	SSN	Address			
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES	IA	CASES
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES	IA	CASES

[SEARCH](#)

[Recipient Account](#)
[Financial Accounting](#)
[Reconciliation](#)
[Reports](#)
[Voucher Management](#)

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

EPPIC™

Recipient Case Management

Recipient Info
 ADAM
 ZACH
 Male
 01/01/1950
 000000000
 1305 E. WALNUT
 DES MOINES
 IA 50319

Primary Cases

Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
A123456789	FOOD STAMP	OPEN	04/24/2003	04/15/2003	\$100.00	\$100.00	CLOSE DETAILS

Total Balance

Food Stamp Balance	\$100.00
Food Stamp Available	\$100.00

Recipients

Type	Name	PAN Nbr	Access	
PRIMARY	ZACH, ADAM	6274850103000097301	FOOD STAMP	DETAILS CARD

Add New Case

Recipient has opened cases for all available programs.

[RECIPIENT](#) [CASES](#) [CARDS](#) [TRANSACTION](#)

STEP	ACTION
9	Click the DETAILS button in the PRIMARY CASES section of the screen and the RECIPIENT BENEFITS MANAGEMENT screen will appear.

EPPIC™ Recipient Benefits Management

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Recipient Account

Financial Accounting

Reconciliation

Reports

Voucher Management

UIT User Management

Retailer Management

Password Change

Log out

Case Information

Case Number	Type	Status	Program	Type	Total Bal	Avail Bal	
A123456789	REGULAR	OPEN	FOOD STAMP	FOOD STAMP	\$100.00	\$100.00	CONVERT

Secondary Recipients Add

☒ New Recipient SECONDARY ONE **ADD**

Benefits

Auth	Available	Benefit	Issue	SP	Type	Status	Amt.	Bal.
12345678910980	04/15/2003	04/15/2003	04/24/2003	FF	SUPPLEMENTAL	ACTIVE	\$100.00	\$100.00

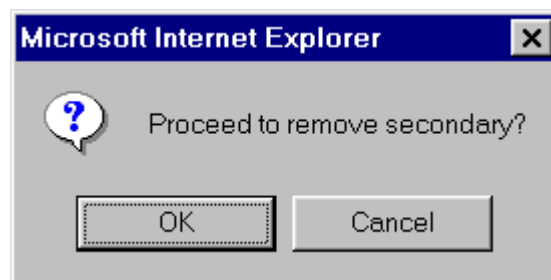
Benefit Issue

Sub Programs	Benefit Type	Benefit Date	Available Date	Amount	Auth Number
FF	REGULAR	/ /	/ /	\$	

ISSUE **RESET**

RECIPIENT **CASES** **CARDS** **TRANSACTION**

STEP	ACTION
10	Click the REMOVE button in the SECONDARY RECIPIENTS section for the person you want to remove. Message: PROCEED TO REMOVE SECONDARY? Click OK to complete the action.



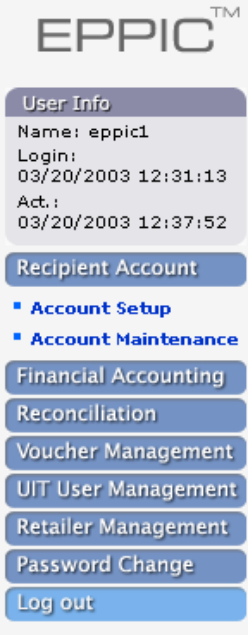
Cardholder Demographic Update

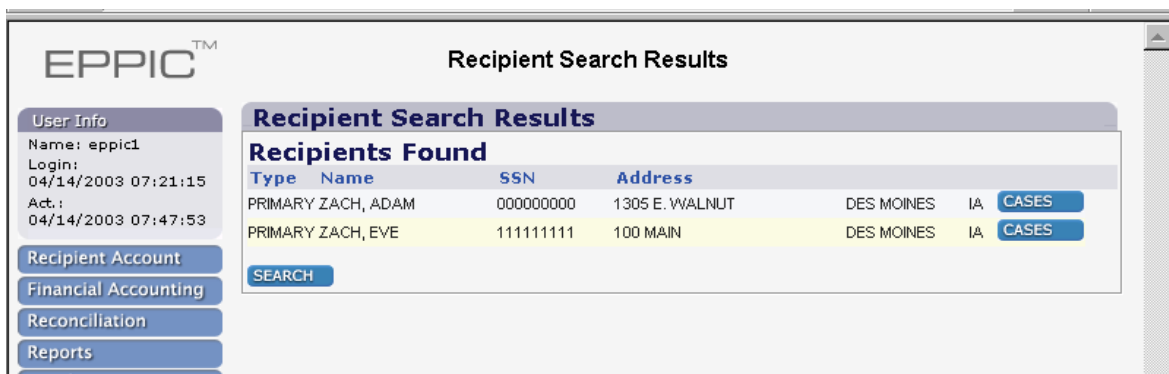
Never update demographic information directly in the EPPIC™ system if the update can be accomplished by updating EPPIC™ through the ABC batch process. However, you must update a cardholder's demographics directly in the EPPIC™ system when:

- ◆ The ABC case is in a closed status and a cardholder's address needs to be changed in order to issue a replacement Iowa EBT card. ABC will take an address change when a case is closed, but information will not be transmitted to EPPIC™ from a closed case. Update ABC and EPPIC™ **at the same time** to ensure the integrity of the ABC and EPPIC™ systems.
- ◆ The cardholder's information is not on ABC. Some cardholders are issued Iowa EBT cards directly through EPPIC™ entries. Examples of cardholders who may not appear on ABC are:
 - Emergency authorized representatives
 - A third cardholder on an account

Because demographic information that is changed in EPPIC™ is not transferred back to ABC, changes that are made directly to EPPIC™ must be documented in the Food Assistance case record. EPPIC™ screen prints of actions taken are sufficient documentation.

The following screen prints and action steps show how to update demographics in the EPPIC™ system by direct EPPIC entries.

<p>Example of the EPPIC™ menu.</p> 	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu drop down box.
	3	The RECIPIENT SEARCH screen will appear.
	4	On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME , SSN , PAN , or CASE NUMBER . “PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN. “CASE NUMBER” is the ABC Food Assistance case number. The entire case number must be entered.
	5	Enter information in the boxes that appear according to the search chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “Last” box. You can enter part of a last name and part of a first name. Click on the SEARCH button.
	6	The RECIPIENT SEARCH RESULTS screen will appear.



EPPIC™

Recipient Search Results

Recipients Found

Type	Name	SSN	Address	Location	Action
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES IA	CASES
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES IA	CASES

SEARCH

User Info
Name: eppic1
Login: 04/14/2003 07:21:15
Act.: 04/14/2003 07:47:53

Recipient Account
Financial Accounting
Reconciliation
Reports

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

EPPIC™

Recipient Case Management

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Primary Cases

Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
A123456789	FOOD STAMP	OPEN	04/24/2003	04/15/2003	\$100.00	\$100.00	CLOSE DETAILS

Total Balance

Food Stamp Balance	\$100.00
Food Stamp Available	\$100.00

Recipients

Type	Name	PAN Nbr	Access	
PRIMARY	ZACH, ADAM	6274850103000097301	FOOD STAMP	DETAILS CARD

Add New Case

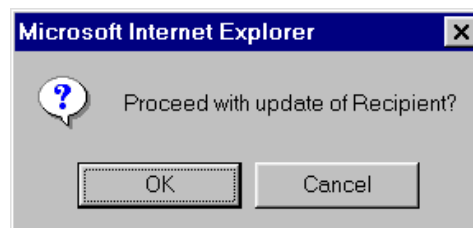
Recipient has opened cases for all available programs.

RECIPIENT **CASES** **CARDS** **TRANSACTION**

Cases

STEP	ACTION
9	Click the DETAILS button in the RECIPIENTS section of the RECIPIENT CASE MANAGEMENT screen.
10	The RECIPIENT INFORMATION MANAGEMENT screen will appear.

STEP	ACTION
11	Modify the applicable data field(s) on the RECIPIENT INFORMATION MANAGEMENT screen. Click the SAVE button.
12	A message will appear: PROCEED WITH UPDATE OF RECIPIENT? Click OK to complete the update.



Viewing Account Transaction History

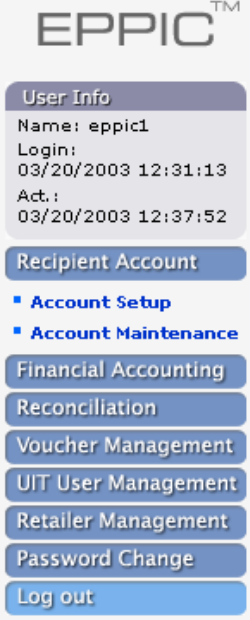
EPPIC™ users can view all activities that occurred on an EBT account. The transaction history is a complete history of the account, including all transactions of all cards on the account. Each transaction record includes the PAN of the Iowa EBT card that was used to make the transaction.


You can access the transaction history by searching for:

- ◆ Any cardholder's name that is on the account,
- ◆ Any cardholder's social security number,
- ◆ A specific PAN, or
- ◆ The ABC case number.

Transactions are listed in date and time in order from the newest to the oldest. The history starts with current real-time transactions and continues back in time to the setup of the account. Some of the transactions displayed on the transaction history are:

- ◆ Balance inquiries
- ◆ PIN changes.
- ◆ Purchases, including where and when a purchase occurred, the amount of the purchase and which card was used to make the purchase. Click on the date/time hyper link next to "FOOD STAMP PURCHASE" to view:
 - Where the purchase occurred,
 - Whether it was a card swipe, manual entry, or manual voucher, and
 - Other details of the purchase.

Example of EPPIC™ menu:	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu.
	3	The RECIPIENT SEARCH screen will appear.
	4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN, or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. You must enter the entire case number.</p>
	5	<p>Enter information in the boxes that appear according to the search chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “LAST” box. You can also enter part of a last and first name.</p> <p>Click on the SEARCH button.</p>
	6	The RECIPIENT SEARCH RESULTS screen will appear.



EPPIC™ Recipient Search Results						
Recipients Found						
Type	Name	SSN	Address			
PRIMARY	ZACH, ADAM	000000000	1305 E. WALNUT	DES MOINES	IA	CASES
PRIMARY	ZACH, EVE	111111111	100 MAIN	DES MOINES	IA	CASES

[SEARCH](#)

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.

EPPIC™

Recipient Case Management

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Primary Cases

Case Nbr	Program	Status	Issue Date	Avail Date	Balance	Avail Bal	
A123456789	FOOD STAMP	OPEN	04/24/2003	04/15/2003	\$100.00	\$100.00	CLOSE DETAILS

Total Balance

Food Stamp Balance	\$100.00
Food Stamp Available	\$100.00

Recipients

Type	Name	PAN Nbr	Access		
PRIMARY	ZACH, ADAM	6274850103000097301	FOOD STAMP	DETAILS	CARD

Add New Case

Recipient has opened cases for all available programs.

[RECIPIENT](#) [CASES](#) [CARDS](#) [TRANSACTION](#)

STEP	ACTION
9	Click on the TRANSACTION button at the bottom of the screen. The RECIPIENT TRANSACTION HISTORY search screen will appear.

EPPIC™

Recipient Transaction History

Recipient Info

ADAM
ZACH
Male
01/01/1950
000000000
1305 E. WALNUT
DES MOINES
IA 50319

Recipient Account
Financial Accounting
Reconciliation
Reports
Voucher Management
UIT User Management
Retailer Management
Password Change

Recipient Transaction History

PAN: OR CASE #:

FNS Number:

☒ Start: / / : : ☐ Last Hrs ☐ Today ☐ Last Days

TO

End: / / : :

SEARCH

RECIPIENT CASES CARDS TRANSACTION

STEP	ACTION
10	<p>The RECIPIENT TRANSACTION HISTORY search screen is a powerful tool that provides multiple search options.</p> <p>A simple way to search for recent activity is to click the LAST bullet and select the 7 DAYS option in the drop down box. You can search for a specific period of time using the “START TO END” field.</p>
11	<p>Enter the period of time you wish to search in the applicable fields. Click on the SEARCH button.</p> <p>The RECIPIENT TRANSACTION HISTORY screen will appear with the transactions that meet the search criteria. A maximum of 100 transactions may be displayed. You may need to narrow your search to shorter periods of time.</p> <p>To keep your search results, you can use Ctrl+C to copy the history and then paste it into a Word document.</p> <p>Use Ctrl+P or the PRINT button that appears on the screen to print the history.</p>

Reports

Voucher Management

UIT User Management

Retailer Management

Password Change

Log out

RECIPIENT

CASES

CARDS

TRANSACTION

Transaction History

Date	Type	Response	Program	Case Number	PAN	Amount
04/03/2019 14:27:06	FOOD STAMP PURCHASE	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	-\$10.54
04/02/2019 20:10:18	FOOD STAMP RETURN	Approved/Success	FOOD STAMP	F111000001	6274850103000257004	\$20.00
04/02/2019 20:10:14	FOOD STAMP PURCHASE	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	-\$10.00
04/02/2019 20:07:36	FOOD STAMP PURCHASE	Insufficient Funds	FOOD STAMP	F111000001	6274850103000247906	-\$500.00
04/02/2019 20:07:35	VOUCHER AUTHORIZATION APPR	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	-\$20.00
04/01/2019 18:00:39	MANUAL VOUCHER RETURN SETTLEMENT	Approved/Success	FOOD STAMP	F111000001		\$10.00
04/01/2019 17:58:31	VOUCHER RETURN AUTH APPROVAL	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$10.00
04/01/2019 17:57:31	FOOD STAMP PURCHASE	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	-\$100.00
12/31/2018 08:02:36	LOAD MONTHLY AUTHORIZATION	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$150.00
12/31/2018 08:02:36	LOAD MONTHLY AUTHORIZATION	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$150.00
12/31/2018 08:02:36	LOAD MONTHLY AUTHORIZATION	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$150.00
12/31/2018 08:02:36	LOAD MONTHLY AUTHORIZATION	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$150.00
12/31/2018 08:00:56	ADD SECONDARY	Approved/Success	FOOD STAMP	F111000001	6274850103000257004	\$0.00
12/31/2018 08:00:56	CARD STATUS - MAIL PAN	Approved/Success			6274850103000257004	\$0.00

STEP	ACTION
12	To view details of any specific transaction, click on the date and time of the transaction in the left column to display the RECIPIENT TRANSACTION DETAIL screen.

Recipient Transaction Detail – Web Page Dialog								
Recipient Transaction Detail								
Entry	Settlement	Type	Reponse	Program	Case	PAN	Amount	PreBal
04/03/2019 14:27:06	04/03/2019	FOOD STAMP PURCHASE	Approved/Success	FOOD STAMP	F111000001	6274850103000247906	\$10.54	\$500.00


Processor Related		Voucher Related	
Processor ID:	2905768	Not Applicable	
Name:	VECTA FOOD STORE	User Related	
FI Code	0	Type:	POS OWNER
CA Code	1355768	Login:	0000
CertNbr	0055255	Name:	ETO Vector Food Store
Term Id	T5768001	File Related	
Location Related		Not Applicable	
Location Name:	VECTA FOOD STORE	Comment	
Address:	6935 SCYENE RD		
City:	DES MOINES		
State & Country:	IA US		

Conversion of EBT Account (Stamp-Out)

The balance of an EBT account can be converted to food stamp coupons. Conversion to coupons can be accomplished only using EPPIC™. The EBT balance can be converted to coupons even if the DHS case is closed on ABC.

The EBT balance is converted to an amount that can be issued in coupons – \$2 and up. Amounts of \$1.99 or less cannot be converted and will remain available to the cardholder until the benefits are spent or are automatically expunged from the account.

This section shows the user how to perform the conversion.

<p>Example of EPPIC™ menu:</p> 	STEP	ACTION
	1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu.
	2	Click on ACCOUNT MAINTENANCE on the menu.
	3	The RECIPIENT SEARCH screen will appear.
	4	<p>On the RECIPIENT SEARCH screen, use the SELECT SEARCH METHOD by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN, or CASE NUMBER.</p> <p>“PAN” is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN.</p> <p>“CASE NUMBER” is the ABC Food Assistance case number. You must enter the entire case number.</p>
	5	<p>Enter information in the boxes that appear according to the search chosen. If searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the “LAST” box. You can also search using part of a last name and part of a first name.</p> <p>Click on the SEARCH button.</p>
	6	The RECIPIENT SEARCH RESULTS screen will appear.

EPPIC™

User Info

Name: eppic1

Login: 06/14/2020 06:11:30

Act.: 06/14/2020 06:11:55

Recipient Account

Financial Accounting

Reconciliation

Reports

Voucher Management

UIT User Management

Retailer Management

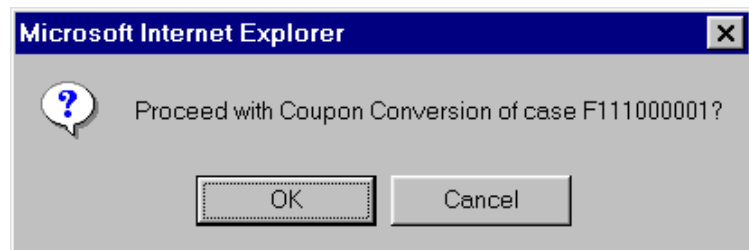
Recipient Search Results

Recipients Found

Type	Name	SSN	Address	
PRIMARY	BAGINS, FRODO B	555123001	1025 BAGEND	CEDAR RAPIDS IA <a>CASES
SECONDARY ONE	BAGINS, MARY	559123001	1025 BAGEND	CEDAR RAPIDS IA <a>CASES
SECONDARY TWO	BAGINS, SALLY	123456789	1025 BAGEND	CEDAR RAPIDS IA <a>CASES

SEARCH

STEP	ACTION
7	Click on the CASES button next to the correct cardholder.
8	The RECIPIENT CASE MANAGEMENT screen will appear.
9	Click on DETAILS button in the PRIMARY CASES section of the screen and the RECIPIENT BENEFITS MANAGEMENT screen will appear.
10	Click the CONVERT button in the CASE INFORMATION section of the screen and the ACCOUNT MANAGEMENT – COUPON CONVERSION screen will appear.
11	Click the CONVERT button. Message: PROCEED WITH COUPON CONVERSION OF CASE XXXXXXXXXXXX?
12	Click OK .





STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

April 16, 2002

GENERAL LETTER NO. 14-J-5

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Employees' Manual, Title 14, Chapter J, ***ELECTRONIC BENEFITS TRANSFER***, Contents (page 1), revised; pages 7 through 10, 13 through 16, and 31, revised.

Summary

This chapter is revised to:

- ◆ Reflect the issuance expedited food stamp benefits through the EBT system when households choose EBT.
- ◆ Changes name of form 470-2574, from *EBT Account Adjustment Request* to *EBT Adjustment Request*.
- ◆ Removes section on "ADC Lump Sum Policy" from the chapter.
- ◆ Corrects references of ADC to FIP on changed pages.
- ◆ Corrects cross references.

Effective Date

May 1, 2002

Material Superseded

Remove the following pages from the Employees' Manual, Title 14, Chapter J, and destroy them.

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 1, 1993
7-10, 13-16, 31	June 1, 1993

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 27, 2004

GENERAL LETTER NO. 14-J-6

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial Health and Work Supports

SUBJECT: Employees' Manual, Title 14, Chapter J, *EPPIC™ELECTRONIC BENEFIT TRANSFER SYSTEM*, Title page, revised; Contents (page 1), revised; and pages 1 through 39, revised.

Summary

This chapter is revised to provide instructions for using the Iowa EPPIC™ electronic benefit delivery system for issuing Food Assistance.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter J from Employees' Manual, Title 14, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title page	June 1, 1993
Manual Letter 14-J-1	September 24, 2002
Contents (page 1)	April 16, 2002
Contents (page 2)	June 1, 1993
1-6	June 1, 1993
7-10	April 16, 2002
11, 12	June 1, 1993
13-16	April 16, 2002
17-30	June 1, 1993
31	April 16, 2002
32-47	June 1, 1993

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.